



SEWER BACKUP RESPONSE PACKET

This packet contains the following:

- Information from the Franklin County Health Department should you want to clean up yourself;
- Contact information of firms that will provide clean up services for a fee, this list contains firms known by the Sewer Department but other firms may be able to provide similar services;
- Claim form from the City of Frankfort in the event you wish to file a claim with the City.

DISCLAIMER: The information provided to you in this packet is for informational purposes only. The distribution of this information does not indicate that the City accepts liability for your sewer incident. Should you wish to make a claim against the City as a result of your sewer incident, please submit your completed claim form electronically to Kim Wainscott, kwainscott@frankfort.ky.gov, or hand delivered to City Finance Department, 315 West Second Street, Frankfort, Kentucky. Questions should be addressed to Ms. Wainscott at 502-352-2085. A written decision will be provided to you on your claim.

Waste Water Cleanup Guidelines

When waste water backs up inside the home you need to properly clean and **SANITIZE** hard surfaces. Protect yourself and your family by following these steps:

- ◆ Keep children and pets out of the affected area until cleanup has been completed.
- ◆ Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- ◆ Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- ◆ Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- ◆ Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood, and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- ◆ Help the drying process by using fans, air conditioning units, and dehumidifiers.
- ◆ After completing the cleanup, wash your hands thoroughly with soap and water. Or you may use water that has been disinfected for personal hygiene use (solution of $\frac{1}{8}$ teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of $\frac{1}{4}$ teaspoon of household bleach per 1 gallon of water.
- ◆ Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- ◆ Wash clothes contaminated with flood or sewage water in hot water and detergent.
- ◆ Seek immediate medical attention if you become injured or ill.

Cleaning and sanitizing your household after an emergency is important to help prevent the spread of illness and disease.

When in doubt...Throw it OUT!

How to use Cleaning & Sanitizing Products

- ◆ Use regular unscented 5%–6% household bleach and follow the instructions in the chart below.
- ◆ Throw away cutting boards, baby bottles, pacifiers, etc. Wash items with clean water and soap. Rinse with clean water. Then sanitize with a mixture of 1 teaspoon bleach to 1 gallon cool clean water. Soak items in bleach solution for 1 minute and allow to air dry.
- ◆ Hard surfaces such as floors, stoves, sinks, certain toys, countertops, flatware, plates, and tools should be cleaned with soap and clean water, rinsed, and sanitized in a solution of 1 cup bleach per 5 gallons cool water, air dried
- ◆ Protect yourself from any risk of infection from untreated wastewater. Immediately clean all wounds and cuts with soap and clean water. Being up-to-date for tetanus vaccine can greatly simplify the treatment for any wound that might occur. Talk to a doctor or other health professional on the scene to find out if you need more treatment or the Tdap vaccination.



Public Health
Prevent. Promote. Protect.
Franklin County
Health Department



Please contact the Franklin Co. Health Department at 502-564-7382 if you have any questions or concerns. Follow us on Facebook, Twitter or fchd.org.



COIT Restoration Service

100% Satisfaction Guarantee:

You can count on COIT for

quality customer and

restoration services. We

proudly follow industry

standards, guidelines

and protocol for all restoration claims, offering

direct-to-insurance billing for your convenience.

And because we're not satisfied until you are, our services are guaranteed. If you are not 100%

satisfied with our restoration service, COIT will:

- **RE-SERVICE** the scope areas to your satisfaction
- **RETURN TO PRELOSS CONDITION**
If we say we can restore it, we will.
- **REPAIR** any damage caused by COIT that is outside the requirements of executing the scope.

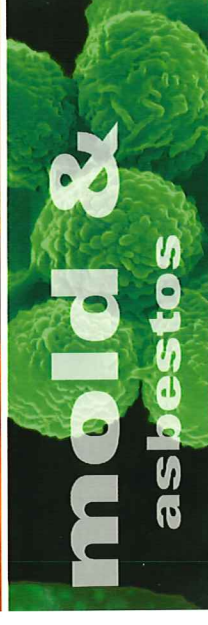
Call us today and put Coit's expert Restoration Services to work for you.



Call the Experts in Disaster Restoration

COIT Restoration Services is a proud member of:

- Institute of Inspection, Cleaning and Restoration Certification (IICRC)
- Restoration Industry Association (RIA)
- National Air Duct Cleaning Association (NADCA)
- International Fabricare Institute (IFI)
- Building Owners and Managers Association (BOMA)
- Property Loss Research Bureau (PLRB)
- Indoor Air Quality Association (IAQA)
- Community Associations Institute (CAI)
- International Facility Management Association (IFMA)
- National Facilities Management & Technology (NFMt)
- National Association of Independent Insurance Adjusters (NAIIA)
- Professional Housing Management Association (PHMA)



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TURN TO A NAME YOU CAN TRUST**

A One-Stop Shop

COIT Services was born in 1950 as a small San Francisco cleaner specializing in drapery cleaning. More than half a century later, we've grown into an exceptional cleaning and restoration company committed to offering a wide array of quality services for homes and businesses at fair prices. Today, COIT is the world's most experienced specialty-cleaning company. We serve millions of satisfied customers in more than 100 markets around the globe. Every service performed by COIT includes free written estimate, convenient appointments, professional COIT-trained technicians and the best possible cleaning methods. And one thing that has never changed over all those years – every service is backed by our exclusive **100% Clean, 100% Satisfaction, 100% COIT Guarantee.**



"Committed to provide the highest quality, guaranteed service with pride, efficiency and convenience to our valued customers."

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Our Services Include:

- **Emergency Flood Removal & Water Damage Restoration**
- **Structural and Contents Drying**
- **Cleaning, Drying and Restoration of carpet, upholstery, draperies, blinds and window coverings, area rugs and air ducts/HVAC systems**
- **Odor Control and Mold Remediation**
- **Smoke & Fire Damage**
- **Asbestos & Lead Abatement**
- **Content Relocation & Cleaning**
- **Trauma Clean-up**
- **Environmental Services**

Expert Restoration Services From A Name You Can Trust.

Since 1950, COIT Services has been providing quality cleaning services to our clients. We know how devastating a loss in your home or business can be. COIT is here to help you get your property back to pre-loss condition. COIT's staff will guide you through the process and answer any questions you may have along the way.

- **Over 60 years industry experience**
- **ILCRC certified technicians & Master Restorers**
- **Detailed scopes with value pricing**
- **Quick response time** (typically less than one hour in most areas)
- **Exclusive partnerships with industry leaders for convenient one-stop service**
- **Disaster Recovery Guide for residential & commercial customers**
- **The COIT Restoration Services Satisfaction Guarantee**



When the
SUN
comes out, will your place
BE DRY?



Now that winter weather is passing, it is the best time to inspect your home or building for weather-related damage. Snow and ice buildup, heavy rains and strong winds can all cause problems with your property. Roofs, gutters and landscapes are exterior elements that should be checked to guard against water damage. Remember to look in attics, basements or crawl spaces for visible signs of water intrusion. Make sure outside vents are clear of any obstruction to ensure proper air flow.

If you find a problem and need restoration help or want spring cleaning assistance, call your local SERVPRO® Franchise Professional. We are on call 24 hours a day, 365 days a year.



Independently Owned and Operated

Ways to Prevent Water Damage

1. Clean and inspect gutters regularly.
2. Keep downspouts clear of any blockages.
3. Repair or replace roofing as needed.
4. Be sure soffit vents are clean and unobstructed.
5. Check for any cracks or peeling paint. These could indicate moisture retention.
6. Fill low spots around building foundation with clean fill dirt.
7. Create slope away from structure to drain runoff properly.
8. Trim plants around building to avoid growth of mold or mildew.
9. Make sure garden areas have adequate drainage.
10. Apply a waterproofing coating to interior or exterior basement walls.

Restoration:

- Fire, Smoke and Soot
- Water Removal and Dehumidification
- Mold Mitigation and Remediation
- Catastrophic Storm Response
- Move Outs and Contents Restoration
- Electronics and Equipment
- Document Drying
- Contents Claim Inventory Service

Cleaning:

- Air Ducts and HVAC
- Biohazard, Crime Scene and Vandalism
- Carpet, Upholstery, Drapes and Blinds
- Ceilings, Walls and Hard Floors
- Odor Identification
- Deodorization

* Services vary by location

Servpro of Anderson, Franklin
 and Scott Counties

502.226.4441 or 502.570.8444